



Intellectual & Developmental Disabilities Task Force

MEETING MINUTES

The Intellectual & Developmental Disabilities Task Force met virtually on Thursday, June 18, 2020, from 9:00 A.M. (EST) to 11:00 A.M. (EST) via an Adobe Connect. The recording is available at the following link:

<https://indiana.adobeconnect.com/pj6kvt37kdoz/>

- I. **9:00 AM – Lt. Governor Suzanne Crouch Called the Meeting to Order**
- II. **9:05 AM – Introduction of Task Force Members**
Members Present: Lt. Governor Crouch, Kim Opsahl, Brian Gilbert, Jay Chaudahry, Christina Dahlberg, Nancy Holsapple, Elisabeth Peyton, Austin Hollabaugh (in for David Reed), Kim Dodson, John Barth, Kathleen McAllen, Joe Langerak, Shawn Fulton, Jason Meyer, Jon Burlison, Kylee Hope, Senator Vaneta Becker (District 50), Representative Ed Clere (District 72), Representative Carey Hamilton (District 87).
Members Absent: Jan Kulik, Danie’l Mize, Senator Eddie Melton
- III. **9:10 AM – Review and Approval of Minutes from January 7, 2020 Meeting** (*Note: these were approved at the 5/20/20 meeting)
- IV. **9:15 AM – Continued Statewide Crisis Assistance Program Presentations**
 - a. **Benchmark Human Services (Doug Beebe, President & CEO)**
An overview was provided on the mobile Indiana Crisis ID/DD Response Model that began in 2007, how it worked in Indiana and compared to other crisis assistance programs operating in Georgia and Alabama. Benchmark operates in 12 states with over 3500 employees serving 20,000 people in 2019.
 - b. **Meridian Health Services (Bob Coles, Vice President of Clinical Services)** An overview of Meridian’s experience with providing crisis services for DDRS from 2007 -10. Since 2010, Meridian has continued to provide crisis services that include crisis line that has prevented things like hospitalizations, police involvement, use of the Emergency



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Room or hospital. Based on this experience, Meridian recommends that a future statewide crisis program should have a 24-hour hotline and in-home services as determined clinically necessary. It may be possible to fund these activities through Medicaid and MRO.

c. Milestones Clinical & Health Resources, Stone Belt (Jim Wiltz, PhD HSPP NADD-CC, Director)

Provided an overview of Indiana's crisis program experience. Also, provided an overview of a gap analysis completed by the University of New Hampshire in 2014 studying mental health issues and crisis supports for individuals with I/DD in Indiana. Based on those experiences, Dr. Wiltz suggested that the top three key Indiana services that remain unavailable are: 24/7 hotline support, in-home services and temporary out-of-home placement.

V. 9:45 AM – COVID-19 Update

a. DDRS Update on COVID-19 Response

Kylee Hope provided an update for the Division of Disability and Rehabilitative Services. In March, when the COVID-19 crisis began with the Emergency Executive Order, DDRS rapidly began working to ensure it was adjusting to respond to the pandemic. The Division's primary focus at that time was on making adjustments to ensure flexibility in service delivery and sharing policy guidance to support those flexibilities. Since April, DDRS has focused on a continuous loop of increasing its communication to and accessibility with stakeholders; listening to what is going well and where challenges remain for stakeholders; adjusting, modifying, and clarifying policy guidance, and then repeating the cycle. All of this work is being done through a set of goals that serve as guideposts to making decisions at all levels. These goals are referred to as the Divisions "HOPE" goals:

- Help** prevent the spread of COVID-19 and keep people alive.
- Operationalize** flexibilities. Keep the **P**rovider network maintained,
- Empower** person-centered decision making for self-advocates, families, case managers, and providers.



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Bureau of Rehabilitation Services – Vocational Rehabilitation

The Bureau implemented a variety of strategies in response to COVID-19. A primary concern was monitoring referrals and intakes, as well as monitoring the impact of COVID-19 on participant's employment experience. To that end, VR issued guidance and updated their website to reflect ways in which VR can be of assistance to Hoosiers with disabilities, at this time. Similar guidance was also mailed directly to all participants including details on how to connect with VR for services and support. At this time, VR is working on plans to resume some level of in-person meetings as local offices begin reopening. In the interim, options are available for accessing VR and VR services using virtual platforms.

Bureau of Child Development Services – First Steps

The Bureau responded quickly by providing best practice policy guidance on virtual service delivery, a resource guide, and offering multiple webinars with IIDC to support stakeholders. More recently, the First Steps team has worked with early intervention stakeholders to develop "Getting Back on Track" guidance. As with other programs, First Steps saw a decrease in referrals during the first few months of the pandemic, though more recently it appears that referrals are beginning to steadily increase.

Bureau of Developmental Disabilities Services & Bureau of Quality Improvement Services

The Bureau has implemented a multi-faceted communication strategy using Facebook Live events, weekly stakeholder calls and webinars with providers and case managers to provide support and guidance during this time. In addition, in coordination with the Arc of Indiana and Family Voices, several webinars have been developed to support self-advocates and families during this time. Similar to other programs, referrals dipped during the initial months of the pandemic, but have begun to rebound.



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In terms of specific impacts, Director Hope reviewed data on reported COVID-19 cases and deaths. The bulk of this data is from provider reporting through our existing incident reporting systems. Because nursing facilities are not required to utilize this system, staff from our local BDDS staff reached out to facilities to gather details on COVID-19 cases and deaths for individuals with I/DD placed at those facilities by BDDS.

Director Hope ended her comments reflecting on the way the community has come together during these difficult times and thanking individuals, families, providers, case managers, and state staff for their commitment and partnership.

b. INARF Update – Provider updates, survey results, and impact (John Barth, CEO)

INARF President and CEO John Barth presented a broad overview on the impact on the industry that serves people with developmental disabilities. He noted that a strong partnership with FSSA and DDRS has ensured success in making it through the pandemic. The primary impact was related to additional residential supports needed to accommodate day program closures and job loss. From INARF's perspective this has exacerbated ongoing challenges with funding and DSP shortages.

Mr. Barth also shared that providers have experienced increased costs due to COVID-19 including purchasing cleaning supplies, operations costs, increased technology expenditures on equipment and applications, legal expenses, new policy development, new COVID-19 Training implementation, overtime, unemployment, and on-boarding for new staff . He continued that they have also experienced revenue loss from services that can not be provided.

c. The Arc of Indiana – Feedback from Self-Advocates and Families

Kim Dodson and Shawn Fulton provided the update. In March and early April the Arc began conversations with hundreds of families and



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individuals around COVID-19 crisis, specifics regarding stimulus packages, concerns from self-advocates regarding provider re-opening procedures and what that will be like. Topics covered included health and safety; communication between provider-family-person receiving services; tiered approach to re-opening; need for training staff as well as people receiving services were all covered. Moving forward, the Arc has appreciated the level of communication and guidance provided by Director Hope and the DDRS team. Overall, self-advocates and families want to have confidence that providers are following the safety guidance, cleaning, etc. and resources like videos and webinars that help people understand how to keep themselves safe and navigate the challenges related to COVID.

d. Discussion

There was no discussion of the Task Force Members.

VI. 10:45 AM – Key Updates on 1102 Final Report Recommendations and Proposed Agenda Items for Next Meeting

There have not been updates since the last meeting. The Task Force was encouraged to look at the spreadsheet that was distributed and to provide feedback.

VII. 11:00 AM – Business Items for Next Meeting / Adjourn Meeting

Jason Meyer, CEO of Passages, commented regarding the COVID-19 update that he would appreciate continued updates at future meetings that specifically focusing on the reopening of services and the impact to individuals and providers. Kim Dodson would also like to have a more indepth look at recommendations status at the next meeting suggesting September will be a good time for the next meeting. Representative Clere supports the previous comments and recommends that momentum isn't lost on the fiscal portion of all of this and finding the money to fund the recommendations is very important.